

## Comments, compliments, concerns & complaints

### How do I feedback or make a complaint about an NHS service?

If you are unhappy with your care or the service you have received, it is important to let us know so we can improve. There are two ways to tell us what you think:

- Give feedback
- Make a complaint

### Giving Feedback

We welcome all feedback, good or bad, as it helps us improve the quality of your care. You can do this through the Patient Satisfaction surveys that we offer all patients or you can speak to a member of staff. If you prefer you can telephone, email or write to us on the details below.

If you are unhappy with our service, it is useful to raise your concerns at the time as we may be able to sort the issue out quickly. Most problems can be dealt with at this stage but, in some cases, you may feel more comfortable speaking to someone not directly involved in your care.

### How to complain

When making a complaint, you can choose to complain to us directly or through the your local clinical commissioning group, CCG (this is the organisation that pays for the service or care you received)

We take all complaints seriously and try to resolve any issues quickly. However, if you do not wish to raise your complaint directly to us or if you feel this is not appropriate, you can direct your complaint to the commissioner.

If you are unhappy with the outcome of your complaint, you may wish to go to the next stage of the NHS complaints procedure.

### Making your complaint

You can complain to us in writing, by email or by speaking to a member of staff. You should make your complaint within 12 months of the incident or within 12 months of the matter coming to your attention. This time limit can sometimes be extended as long as it is still possible to investigate your complaint.

Anyone can complain, including young people. A family member, carer, friend or your local MP can complain on your behalf with your permission.

## **What can I expect if I complain?**

You will:

- have your complaint acknowledged and properly looked into
- be kept informed of progress and told the outcome
- be treated fairly, politely and with respect
- be reassured that your care and treatment will not be affected as a result of making a complaint
- be offered the opportunity to discuss the complaint with a member of the management team

## **Can I get help to make my complaint?**

Some people may decide not to make a complaint because they are put off by the process, find it confusing or believe nothing will happen. It is important to know that you have access to local advocacy to help you make your complaint and provide support throughout the complaints process.

A NHS Complaints Advocate is independent of the NHS and may help you write a letter, attend a meeting with you or explain the options available to you. This service is free to anyone making a complaint about their NHS treatment or care. Contact your local council or local Healthwatch to find out about independent NHS complaints advocacy services in your area.

## **The NHS Constitution**

The NHS Constitution sets out your rights as a patient, and explains the commitments we have made to providing you with a high quality service so you may find it helpful to refer to it if you are thinking about making a complaint.

## **Unhappy with the outcome of your complaint?**

If you are not happy with the way your complaint has been dealt with and would like to take the matter further, you can contact the Parliamentary and Health Service Ombudsman (PHSO) which makes final decisions on unresolved complaints about the NHS in England. It is an independent service which is free for everyone to use.

To take your complaint to the Ombudsman, visit the Parliamentary and Health Service Ombudsman website or call 0345 015 4033.

### **Beacon Medical Services**

Parkway House

Palatine road

Northenden

Manchester

M22 4DB

Telephone: 0161 445 7451

[BMSG.beacon-enquiries@nhs.net](mailto:BMSG.beacon-enquiries@nhs.net)